

Allendale Community Centre

Job Description – Duty Manager

JOB TITLE: Duty Manager	HOURS: 16 hrs per week, includes evenings & weekends. SALARY: To be negotiated
REPORTING TO: Centre Manager	DIRECT REPORTS: No direct reports

JOB DESCRIPTION

- Carry out room set ups and change overs.
- Open and close the building as and when required, including deactivating/activating the alarm system.
- Some light cleaning required, ensuring a high standard is always maintained.
- Ensure that the health and safety of community centre users is considered, and any potential risks are minimised when cleaning public areas or using chemicals of any description.
- Assist customers with enquiries and ticket sales as and when required.
- Cover Reception, if required.

MAIN JOB TASKS AND RESPONSIBILITIES

- Set up/clear various events. This role involves manual handling, including moving/setting up/packing away chairs & tables etc. Training will be given.
- Following parties or large events, complete checks and fill out refundable deposit confirmation form. File once completed and email photographic evidence, if appropriate, to the Customer Services Manager.
- During early mornings/evenings/weekends, be the main contact (and on occasions the only contact) within the building for queries and customer requirements.
- Cover reception during evening/weekend shifts, if required.
- Open the Centre as and when required. Check, lock and alarm the Centre when leaving.
- Complete regular checks on all furniture within the building to ensure it is in good working order – log any issues identified with the Management Team.
- Complete weekly Fire Alarm check and advise the Centre Manager and relevant authority of any issues identified as per required procedures.
- Complete monthly emergency light check and provide feedback to the Centre Manager as per required procedures.
- Maintain appearance of the external areas of the building, car park and surrounding areas, keeping them clean and tidy.
- Check the toilet facilities and log any identified maintenance requirements with the Management team.
- Keep up to date with amendments to the Duty procedures.

Front of House tasks and responsibilities

- Deal directly with customers either by telephone or face to face. Direct requests and unresolved issues to the designated team member (if available).
- Respond promptly to customer booking/service enquiries and/or complaints and resolve if able, or obtain details/information and pass to Customer Services Manager for follow up.
- Keep records of customer interactions and transactions.
- Record details of enquiries and comments.
- Correctly process cash and credit card payments taken as per documented procedures.

Cleaning tasks and responsibilities

When required:

- Clean all hireable areas of the building including wiping down all surfaces and tables with antibacterial products. Vacuum carpets and mop hard floors.
- Check and maintain cleanliness of all toilets, including restocking toilet rolls and handwash dispensers. This may include unblocking toilets when necessary.
- As and when required, cover for the Centre's cleaner when on leave.

General tasks and responsibilities

- Ensure the reception area of Allendale Community Centre is always clean and clear of obstructions, including putting out wet floor signs and sweeping the foyer when required.
- Exercise a high level of discretion in dealing with personal and confidential information.
- Attend training courses when required and complete all the appropriate Health & Safety requirements for the role.
- Assist when required with any other matter that would facilitate the smooth running of Allendale Community Centre, or as may reasonably be required by the Management Team.
- Ensure that Health & Safety issues and all ACC policies are strictly adhered to at all times.

The rota for this role is prepared a month ahead and times to be worked will depend on our booking schedule. Some evening or weekend working is likely to be required.

Please note - no job description can be entirely comprehensive, and the job holder will be expected to adapt and carry out other duties as may be required from time to time, on the understanding that those duties will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Previous Experience preferred

- Customer service experience
- Experience of working in public buildings
- Some technical knowledge (e.g. operating a projector system), though full training will be provided

Key Competencies

- Customer service orientation and good people skills
- Reliable, with good time management

- Good communication skills - verbal and written
- Attention to detail and accuracy
- Basic computer skills
- Physical fitness
- Ability to work under own initiative
- Ability to work alone and as part of a team
- Adaptability to flexible working hours